CLAIMS

1. A crisis management system comprising:

a server computer that transmits and receives necessary information in response to an occurrence of an incident; and

a terminal apparatus which is connected to the server computer through a communication network, wherein

the server computer includes:

a characteristic registration file in which incident types and characteristic information of the respective incidents are registered;

an incident handling information file in which incident handling information, for each of the incident type, including a plurality of items of information to be provided and an access level decided for each of the items of information to be provided is registered; and

a processor connected to the characteristic registration file and to the incident handling information file, and capable of performing the following operations:

accepting information concerning the incident;

identifying the incident based on the accepted information concerning the incident and the characteristic registration file; and

gathering information to be provided, with respect to the identified incident, which information is associated with an item of information to be provided registered in the incident handling information file, wherein

the terminal apparatus includes a processor capable of performing the following operations;

accepting a unique identifier assigned to a manager;

accepting biometric information of the manager; and

transmitting to the server computer identification Information including the accepted identifier and biometric information, and wherein

the server computer further includes an authentication data file in which authentication data including an identifier, biometric information and an access permission level of each manager is preregistered, and

the processor of the server computer further capable of performing the following operations:

authenticating the manager based on the transmitted identifier and biometric information of the manager and the identifier and biometric information registered in the authentication data file;

determining whether to permit access to the information to be provided or not based on the access level of the item of information to be provided associated with the identified incident and the access permission level of the authenticated manager; and

when it is determined that the access is permitted, transmitting to the terminal apparatus the gathered information to be provided associated with the item of information to be provided.

2. A crisis management system according to claim 1, wherein

the incident handling information further includes sequence information in which the items of information to be provided are provided, and

the information to be provided is transmitted to the terminal apparatus according to the sequence information.

3. A crisis management system according to claim 1, wherein

when the identification information is transmitted to the server computer, hardware information of the terminal apparatus is also transmitted, and

when it is determined that the access is permitted, the gathered information to be provided is edited based on the transmitted hardware information, and then, the edited information to be provided is transmitted to the terminal apparatus.

4. A crisis management system according to claim 2, wherein

when the identification information is transmitted to the server computer, hardware information of the terminal apparatus is also transmitted, and

when it is determined that the access is permitted, the gathered information to be provided is edited based on the transmitted hardware information, and then, the edited information to be provided is transmitted to the terminal apparatus.

5. A crisis management system according to claim 1, further comprising:

a power supply and interrupt apparatus that supplies and interrupts power to the terminal apparatus,

the processor of the server computer further capable of performing an operation of transmitting an incident occurrence signal to the power supply and interrupt apparatus, and

the power supply and interrupt apparatus including a processor capable of performing an operation of supplying power to the terminal apparatus based on the incident occurrence signal.

6. A crisis management system according to claim 2, further comprising:

a power supply and interrupt apparatus that supplies and interrupts power to the terminal apparatus,

the processor of the server computer further capable of performing an operation of transmitting an incident occurrence signal to the power supply and interrupt apparatus, and

the power supply and interrupt apparatus including a processor capable of performing an operation of supplying power to the terminal apparatus based on the incident occurrence signal.

7. A crisis management system according to claim 3, further comprising:

a power supply and interrupt apparatus that supplies and

interrupts power to the terminal apparatus,

the processor of the server computer further capable of performing an operation of transmitting an incident occurrence signal to the power supply and interrupt apparatus, and

the power supply and interrupt apparatus including a processor capable of performing an operation of supplying power to the terminal apparatus based on the incident occurrence signal.

8. A computer that transmits and receives necessary information to and from a second computer in response to an occurrence of an incident, the computer comprising:

a processor capable of performing the following operations:

accepting information concerning the incident;

identifying the incident based on the accepted information concerning the incident and a characteristic registration file in which incident types and characteristic information of the respective incidents are registered;

gathering information to be provided, with respect to the identified incident, which information is associated with an item of information to be provided registered in an incident handling information file in which incident handling information, for each of the incident type, including a plurality of items of information to be provided and an access level decided for each of the items of information to be provided is registered;

authenticating a manager based on an identifier and

biometric information of the manager transmitted from the second computer and an identifier and biometric information registered in an authentication data file in which authentication data including an identifier, biometric information and an access permission level of each manager is preregistered;

determining whether to permit access to the information to be provided or not based on the access level of the item of information to be provided associated with the identified incident and the access permission level of the authenticated manager; and

when it is determined that the access is permitted, transmitting to the second computer the gathered information to be provided associated with the item of information to be provided.

9. A computer according to claim 8, wherein

the incident handling information further includes sequence information in which the items of information to be provided are provided, and

when the information to be provided is transmitted to the second computer, the information to be provided is transmitted to the second computer according to the sequence information.

10. A computer according to claim 8, wherein

when it is determined that the access is permitted, the gathered information to be provided is edited based on hardware information of the second computer transmitted from the second

computer, and then, the edited information to be provided is transmitted to the second computer.

11. A computer according to claim 9, wherein

when it is determined that the access is permitted, the gathered information to be provided is edited based on hardware information of the second computer transmitted from the second computer, and then, the edited information to be provided is transmitted to the second computer.

12. A computer that transmits and receives necessary information to and from a second computer in response to an occurrence of an incident, the computer comprising:

a processor capable of performing the following operations;

accepting a unique identifier assigned to a manager, accepting biometric information of the manager, and

transmitting the accepted identifier and biometric information, and hardware information.

13. A computer memory product in which a computer program is stored that transmits and receives necessary information to and from a second computer in response to the occurrence of an incident, the computer program comprising the steps of:

accepting information concerning the incident;

identifying the incident based on the accepted information concerning the incident and a characteristic registration file in which incident types and characteristic information of the respective incident are registered;

gathering information to be provided, with respect to the identified incident, which information is associated with an item of information to be provided registered in an incident handling information file in which incident handling information, for each of the incident type, including a plurality of items of information to be provided and an access level decided for each of the items of information to be provided are registered;

authenticating a manager based on an identifier and biometric information of the manager transmitted from the second computer and an identifier and biometric information registered in an authentication data file in which authentication data including an identifier, biometric information and an access permission level of each manager is preregistered;

determining whether to permit access to the information to be provided or not, based on the access level of the item of information to be provided associated with the identified incident and the access permission level of the authenticated manager; and

when it is determined that the access is permitted, transmitting to the second computer the gathered information to be provided associated with the item of information to be provided.

14. A crisis management system comprising:

a server computer that transmits and receives necessary information in response to the occurrence of an incident; and

a terminal apparatus which is connected to the server computer through a communication network, wherein

the server computer includes:

means for accepting information concerning the incident;

a characteristic registration file in which incident types and characteristic information of the respective incidents are registered;

an incident handling information file in which incident handling information, for each of the incident type, including a plurality of items of information to be provided and an access level decided for each of the items of information to be provided are registered;

means for identifying the incident based on the accepted information concerning the incident and the characteristic registration file; and

means for gathering information to be provided, with respect to the identified incident, which information is associated with an item of information to be provided registered in the incident handling information file, wherein

the terminal apparatus includes:

means for accepting a unique identifier assigned to a manager;

means for accepting biometric information of the manager;

and

means for transmitting to the server computer identification information including the accepted identifier and biometric information, and wherein

the server computer further includes:

an authentication data file in which authentication data including an identifier, biometric information and an access permission level of each manager is preregistered;

means for authenticating the manager based on the transmitted identifier and biometric information of the manager and the identifier and biometric information registered in the authentication data file;

means for determining whether to permit access to the information to be provided or not, based on the access level of the item of information to be provided associated with the identified incident and the access permission level of the authenticated manager; and

means for, when it is determined that the access is permitted, transmitting to the terminal apparatus the gathered information to be provided associated with the item of information to be provided.

15. A computer that transmits and receives necessary information to and from a second computer in response to an occurrence of an incident, the computer comprising:

means for accepting information concerning the incident;

a characteristic registration file in which incident types and characteristic information of the respective incidents are registered;

an incident handling information file in which incident handling information, for each of the incident type, including a plurality of items of information to be provided and an access level decided for each of the items of information to be provided are registered;

means for identifying the incident, based on the accepted information concerning the incident and the characteristic registration file;

means for gathering information to be provided, with respect to the identified incident, which information is associated with an item of information to be provided registered in the incident handling information file;

an authentication data file in which authentication data including an identifier, biometric information and an access permission level of each manager is preregistered;

means for authenticating a manager based on the identifier and biometric information of the manager transmitted from the second computer and the identifier and biometric information registered in the authentication data file;

means for determining whether to permit access to the information to be provided or not, based on the access level of the item of information to be provided associated with the identified incident and the access permission level of the authenticated

manager; and

means for, when it is determined that the access is permitted, transmitting to the second computer the gathered information to be provided associated with the item of information to be provided.

16. A computer that transmits and receives necessary information to and from a second computer in response to an occurrence of an incident, the computer comprising:

means for accepting a unique identifier assigned to a manager;

means for accepting biometric information of the manager; and

means for transmitting the accepted identifier and biometric information, and hardware information.